

S/N 09/379,385

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|-------------|--|-----------------|-----------------|
| Applicant: | Kevin Garcia et al. | Examiner: | Thomas A. Dixon |
| Serial No.: | 09/379,385 | Group Art Unit: | 3629 |
| Filed: | August 23, 1999 | Docket: | 2046.087US1 |
| Title: | METHOD AND PROCESS FOR ACCUMULATING AND SUMMARIZING DATA FOR DEFINED TIME INTERVALS WITHIN A CUSTOMER INTERACTION SYSTEM | | |

NOTIFICATION OF CHANGE OF CORRESPONDENCE ADDRESS

MS Amendment
Commissioner for Patents
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Applicants respectfully request that all future correspondence in the above-identified patent application be addressed to:

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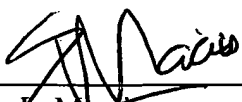
Respectfully submitted,

KEVIN GARCIA ET AL.

By Applicants' Representatives,

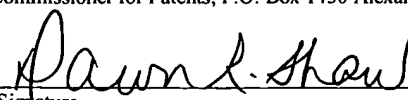
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CERTIFICATE UNDER 37 CFR § 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450, on this 13 day of December, 2004

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